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DEPARTMENT OF ADMINISTRATION, FINANCE, POLICY & URBAN AFFAIRS
DIVISION OF PURCHASE

PAYMENT KIOSK FOR THE CITY CLERK

Issued: JUNE 9, 2021

Bid Opening Date: JUNE 22, 2021 at 11:00 am, changed to JUNE 29, 2021 at 11:00 am

Please replace initial bid package pages 8, 9, 10 and 13 with revise pages enclosed.

Please note the following changes:

- Additional specifications have been added to the formal proposal listed above. Please see highlighted items on the pages listed above.
- The bid opening date of June 22, 2021 at 11:00am for the formal proposal listed above has been changed. The new bid opening date will be **Tuesday, June 29, 2021 at 11:00am.**

We apologize for any inconvenience this may have caused.

Please insert with bid package.

SPECIFICATIONS

BIDDER COMPLIES
YES NO DEVIATIONS

**PAYMENT KIOSK TO INCLUDE:
AS PER MANUFACTURER SPECIFIED OR EQUAL**

- Web Express™ Payment Kiosk Hardware, Software and Support Package Hardware

TIPS Kiosk (Floor Standing Model) – 1 Each

Web express payment configuration

Enclosure

- Metal kiosk enclosure w/ durable, scratch resistant powdercoat finish
- Standard powdercoat color (white)
- Amplified dual-speaker sound system
- External audio headset connector
- Hinged rear access door
- Lock and key access
- All data and power cables, surge suppressors, vents, fans

Components & Peripherals

- 19" LCD monitor w/ touchscreen, USB interface
- Small form factor PC w/ high-speed Intel processor and Windows 10 Pro (64 bit)
- 802.11 wireless connectivity

Packing/Shipping/Handling

- Packaging (for Continental U.S. delivery)
- Shipping (Continental U.S., inside delivery)

Overall Dimensions

- 54"H x 21"W x 18"D

Upgrade Options

- UPS Battery Backup – 1 Each
- Integrated rugged keyboard w/ trackball – 1 Each

Check-In Kiosk Hardware – 1 Each

TIPS Kiosk (Standard Model, QK Configuration)

Status Board Hardware – 1 Each

Status Board Display w/ Wall Mount Hardware

- Software

Software Licenses

- TIPS Pro Plus (Kiosk Management Software) – 1 Each
- QueueKiosk Content Templates (for Check-In Stations) – 1 Each
- QueueKiosk Content Templates (for Status Boards) – 1 Each

Software Subscriptions (Software as a Service) – 1 Year

- TIPS Cloud™ Bundle (Kiosk Administration Portal) – 1 Each
- System Status Reporting Module (Remote Monitoring)

| SPECIFICATIONS | BIDDER COMPLIES YES | NO | DEVIATIONS |
|---|------------------------|----|------------|
| <ul style="list-style-type: none"> - Usage Data Processing & Reporting Module - Attract Loop / Digital Signage Manager - Internet Control Module (Authorized URL Manager) • QueueKiosk Software <p>COVID-19 Mitigation Package -1 Each</p> <ul style="list-style-type: none"> - Limits staff exposure thru self-service automation - Reduces face-to-face encounters at front desk - Reduces lobby congestion by promoting social distancing - Includes QR Code Scanning for contactless check in from users mobile phone - Integrated text messaging tool to summon waiting customers to lobby - Includes COVID Screening questions to alert staff of potential threats • QueueKiosk™ Software Subscription, 1st Queue -1 Each • QueueKiosk™ Web/QR Code Module Subscrip., 1st Queue -1 Each • QueueKiosk™ Text/SMS Module Subscription -1 Each <p>➤ Warranty/Support Package – 1 Year</p> <p>Core Support</p> <ul style="list-style-type: none"> • Live Help Desk Support (Mon-Fri, 7am-7pm) – 1 Each • TIPS Kiosk Management Software Maintenance – 1 Each <p>Kiosk Hardware Support</p> <ul style="list-style-type: none"> • Component Repair/Replacement – 1 Each • Protective Remote Monitoring Services 1 Each <p>➤ Customization Services</p> <p>Software Customization Services</p> <ul style="list-style-type: none"> - Includes services to make enhancements to existing TIPS Kiosk Software and User Interface to integrate with City of Buffalo web payment resources • Project Kickoff, Preliminary Design Discussions, Content Coordination – 1 Lot • Ongoing Design, Discussions, Reviews, Meetings, Scheduling – 1 Lot • Customize Kiosk Software and User Interface – 1 Lot • Customize TIPS Software to integrate with existing web payment resources – 1 Lot • Testing and integration – 1 Lot • Tailor Main Menu to allow for links to existing web based Payment Portal | | | |

| SPECIFICATIONS | BIDDER COMPLIES YES | NO | DEVIATIONS |
|---|------------------------|----|------------|
| <p>Kiosk Powdercoat & Signage Customization</p> <ul style="list-style-type: none"> • Services to Tailor Kiosk Signage Artwork Templates 1 Set(s) • Services to Create Custom Kiosk Image Artwork – 1 Set(s) <p>➤ Implementation & Deployment Services</p> <p>Pre-Shipment Services</p> <ul style="list-style-type: none"> • Hardware/Software/Content Integration & Testing (Standard Kiosk) – 1 Each • Site Coordination by Project Manager – 1 Site(s) <p>Post-Shipment Services</p> <ul style="list-style-type: none"> • Telephone Support for On-Site Setup/Installation by Others – 4 Ea. • Webinar Refresher Training as needed by professional – 1 Each <p>Post-Installation Professional Services – 8 Hours</p> <p>RENEWAL /OPTION YEARS</p> <p>➤ Maintenance, Subscriptions & Ongoing Support Services</p> <p>Core Support</p> <ul style="list-style-type: none"> • Live Help Desk Support (mon-Fri, 7am-7pm) – 1Each • TIPS Kiosk Management Software Maintenance – 1 Each <p>Kiosk Hardware Support</p> <ul style="list-style-type: none"> • Component Repair/Replacement – 1 Each • Proactive Remote Monitoring Services – 1 Each <p>Software Subscriptions (Software as a Service)</p> <ul style="list-style-type: none"> • TIPS Cloud™ Bundle (Kiosk Administration Portal) -1 Each - System Status Reporting Module (Remote Monitoring) - Usage Data Processing & Reporting Module - Attract Loop / Digital Signage Manager - Internet Control Module (Authorized URL Manager) • QueueKiosk Software - QueueKiosk™ Software Subscription, 1st Queue -1 Each - QueueKiosk™ Web/QR Code Module Subscrip., 1st Queue -1 Each - QueueKiosk™ Text/SMS Module Subscription -1 Each <p>Additional Support Services</p> <ul style="list-style-type: none"> • Post-Installation Professional Services – 8 Hours | | | |
| <p><u>BID SURETY (BID BOND, CERTIFIED CHECK, BANK DRAFT OR IRREVOCABLE LETTER OF CREDIT) FOR 10% OF TOTAL AMOUNT IS REQUIRED WHEN SUBMITTING A BID THAT IS \$20,000 OR MORE.</u></p> | | | |

RENEWAL/OPTION YEARS: Maintenance, Subscriptions & Ongoing Support Services

| OPTION NO. | QUANTITY & DESCRIPTION | TOTAL PRICE |
|------------|--|-------------|
| 1. | 1 EA. LIVE HELP DESK SUPPORT (MON-FRI, 7AM-7PM) | \$_____ |
| 2. | 1 EA. TIPS KIOSK MANAGEMENT SOFTWARE MAINTENANCE | \$_____ |
| 3. | 1 EA. COMPONENT REPAIR/REPLACEMENT | \$_____ |
| 4. | 1 EA. PROACTIVE REMOTE MONITORING SERVICES | \$_____ |
| 5. | 1 EA. TIPS CLOUD™ BUNDLE (KIOSK ADMINISTRATION PORTAL) | \$_____ |
| 6. | 1 EA. QUEUEKIOSK™ SOFTWARE SUBSCRIPTION, 1ST QUEUE | \$_____ |
| 7. | 1 EA. QUEUEKIOSK™ WEB/QR CODE MODULE SUBSCRIP. 1ST QUEUE | \$_____ |
| 8. | 1 EA. QUEUEKIOSK™ TEXT/SMS MODULE SUBSCRIPTION | \$_____ |
| 9. | 1 EA. POST-INSTALLATION PROFESSIONAL SERVICES – 8 HOURS | \$_____ |

NAME OF BIDDER _____ PHONE NO. _____

ADDRESS _____ EMAIL _____

REMIT TO ADDRESS _____

This form must be completed and submitted as stipulated in the specifications, either TYPEWRITTEN OR PRINTED IN INK.